

Providing housing, care and support at

# Vicarage Road Buntingford

**The Project aims to provide a range of experiences aimed at enabling residents to make informed choices, encourage independence, and to have opportunities to develop their lifestyle.**

এই পরিকল্পনার সংক্ষিপ্ত বিবরণ সম্বলিত পুস্তিকা (স্কীম ব্রোশার) বাংলায় পাওয়া যায়।

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Ši aprūpinimo programos lankstinuką yra išleista šiomis kalbomis lietuviškai

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## **Granta Housing Society**

Granta Housing Society is a registered Social Landlord founded in 1968, working throughout the Eastern Region, as an independent, charitable organisation. Granta exists to work with other agencies in providing social housing, care and associated services to help meet long-term community needs. A significant amount of the Society's housing is for vulnerable people with special housing needs such as frail elderly persons, people with mental ill health, and people with a learning disability.

The Society became part of the Metropolitan Housing Partnership in April 2005.

## **62 Vicarage Road, Buntingford, Herts**

Vicarage Road is a five bedroom house in a cul-de-sac situated close to the town centre of Buntingford. This small town has a range of facilities accessible to the residents of the scheme. The larger towns of Royston, Baldock and Ware are close by.

The scheme is registered under the Hertfordshire Commission for Social Care Inspection. This means that inspections are undertaken in line with the agreed regulatory framework with additional visits as required. This is in accordance with the Care Standards Act 2000.

## **Accommodation & Facilities**

Each resident has their own bedroom and they are encouraged to choose how they wish it to be decorated. They have shared use of the kitchen, lounge/diner, toilet, bathroom and garden.

The project leases a minibus to which the residents contribute through their mobility allowance.

The local community facilities include a library, a choice of supermarkets, post office, banks and churches of various denominations.

## **What is Offered?**

The scheme aims to provide a range of experiences, aimed at enabling residents to make informed choices. The residents each have a full and varied day service programme that is discussed and agreed with each individual.

They have access to day centres in Buntingford and Bishops Stortford.

## **Aims & Objectives**

Vicarage Road aims to provide:-

- 24-hour quality care.
- An individual 'Key Worker' to provide and support each resident.
- An environment which encourages residents to make informed choices.
- An environment where each resident will be involved in his or her Individual Care Plan which will ensure a holistic approach to the care that is provided.
- Staff trained in meeting the needs of the individual residents.

## **The Staff Team**

The staffing establishment is:

Project Manager x 1

Senior Project Worker x 1

Daily Activity Co-ordinator x 1

Project Worker x 4.5

The scheme provides 24-hour cover which includes sleep-in duty on a rota basis. Staff are responsible for ensuring a relaxed and homely atmosphere within the home and that residents' basic rights and freedoms are enjoyed.

Staff respect the residents' rights to privacy, freedom of choice and dignity. The need for self expression are valued.

Granta Housing Society encourages staff to fully develop their role whilst with the organisation and offers a comprehensive induction programme and ongoing training opportunities to ensure the further development of individual and team skills. Granta is pleased to have received the Investors in People Award in recognition of good employment practices.

## **Residents' Responsibilities**

- To pay rent weekly and in advance.
- To treat other residents, staff and visitors with respect and courtesy.
- To comply with house rules which are agreed in consultation with all residents.
- To keep his/her room in a good and clean condition.

Residents are asked to sign a Licence Agreement when they move into the Project which sets out clear obligations concerning nuisance, harassment (racial or otherwise), disruption, damage to property and noise. Any breach of this Agreement will result in an investigation and may result in a resident being asked to leave. Residents are encouraged to take prescribed medication where applicable and discuss medical issues with relevant professionals.

## **Resident Consultation**

- Regular residents' meetings are held on request to ensure issues and concerns are discussed and resolved.
- Each resident has an annual review in which he/she is consulted and encouraged to participate in. Family and relevant professionals are invited to attend at the request of the resident.
- Residents are encouraged to complete questionnaires during the annual quality assurance programme to enable their views and opinions to form part of the consultation process.
- The Society carries out a survey each year asking for residents' views. This information helps shape local and organisation objectives for the forthcoming year. Results are published locally and throughout the organisation.

A resident representative is voted annually by residents who will attend the Resident Involvement Group meetings to have input at organisational level.

Some residents have undertaken training to enable them to be part of the selection panel when recruiting new staff.

The Society has a Resident Consultation Policy which outlines further involvement undertaken by its residents.

## **Quartz Quality Assurance Review**

Vicarage Road undergoes an annual Quality Assurance Review (Quartz). The Project Manager heads and facilitates the review process, collecting information, encouraging discussion, identifying achievements and key operational areas for development. All residents are encouraged to take an active role in this review of services and are surveyed independently. Where residents are unable to communicate verbally, alternative methods will be used to enable their views to form part of the review. From the manager's review of services a Quality Action Report is produced to take issues forward. This report feeds in to the scheme's annual local plan which in itself reflects the Society's corporate plan. This report is available for residents and other interested parties.

## **Advocacy**

Granta supports and promotes individuals in making informed choices affecting their everyday life by enabling and encouraging access to information via a range of internal and external services. Granta recognises the value of and encourages advocacy by facilitating the needs and rights of individuals to access independent support or representation to express their views.

## **Partnerships**

Granta Housing Society sets itself high standards of good housing management and practice, delivering an enhanced range of opportunities and choice for all its residents. The continuing development of accommodation providing care and support for vulnerable people forms an integral part of Granta's strategy for the future.

The scheme works closely with health and social care colleagues to ensure the wellbeing of all residents.

## **Compliments, Complaints and Appeals Procedure**

The Society seeks to provide the best possible level of service. However, we are continuously looking at ways to improve upon what we do and suggestions for improvements are always welcome. Complaints (as well as compliments) are received from time to time and for more details on the Society's formal procedure please refer to our leaflet 'Compliments, Complaints and Appeals' available upon request from the registered office. The Society's Compliments, Complaints and Appeals Procedure incorporates an internal appeal system and referral to an external Ombudsman. Complaints may also be made to the Commission for Social Care Inspection, or the Social Care Contracts Monitoring Unit. Addresses are available from the scheme.

## **Protection of Vulnerable Adults**

The Society as a responsible RSL is dedicated to the Protection of Vulnerable Adults. In conjunction with local authorities, PCT's and social care, the Society's policies and procedures reflect the codes and practices adopted by its partner agencies, according to the "No Secrets" document issued in March 2000. (Copies of this can be obtained from the scheme.)

The Society adopts a pro-active and transparent approach and to this end an annual report is published and made available to all stakeholders.

## **Diversity & Equality**

1. Being a significant employer and a service provider in the Eastern region Granta take a leading role in promoting equality and diversity.
2. We believe that equality of opportunity and respect for diversity are core values of the organisation.
3. We are committed to identifying and responding to any form of discrimination within our area of operation.
4. Our approach is one of inclusion in decision-making about service provision and we aim to ensure there are no barriers to achieving the objectives set by the Society's Board that are disseminated throughout the whole organisation.
5. We aim to work closely with the Housing Corporation and other advisory bodies by putting appropriate measures in place to monitor our progress and action key points raised in implementing the Society's objectives.

## **Referral Procedure**

The project provides four places for people nominated by Hertfordshire Social Care Resettlement Panel.

All referrals will be considered by the Resettlement Panel, who liaise with the scheme via the Care Manager regarding suitability. The scheme carries out its own assessment of suitability.

All referrals that appear to be suitable will be invited to visit the home and meet the existing residents in order to assess compatibility of the group.

The final decision to accept a referral will be based on the following information:-

- a) The resident's preference.
- b) An assessment of the applicant's suitability to live in the home, carried out by the project manager.

On acceptance the Society will write to their social worker to inform them and make arrangements for them to move in.

The project will, in consultation with the resident and other professionals, agree a Programme of Care and Day Activities based on individual choice and needs.

All nominations come on a six week trial period and during this time there are meetings to discuss progress and any problems either party may be having.

## **Further Information**

Please contact the Project Manager at Vicarage Road for further details about the project, current charges and methods of payment. For information about other Granta projects, contact the Area Office (see back cover for details).

***Project Manager:***

62 Vicarage Road

Buntingford

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Granta also offers its tenants / residents and staff the opportunity to access information in different media to suit their needs e.g. Braille, **Larger print**, other languages, pictorial, audio tape/CD, minicom (01223 702 237). For access to these services, please contact us on 01223 576 756. Where applicable this will be achieved using a variety of service providers.

Other contacts : translation@cintra.org.uk www.multikulti.org.uk,  
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本資料可被翻譯成廣東話。如有需要請聯絡 Granta 房屋組織 (Granta Housing Society) , 電話 01223 576756

Šis dokumentas gali būti išverstas į lietuvių kalbą. Norėdami gauti kopiją, prašome susisiekti su Granta Asociacija dėl Gyvenamųjų Patalpų telefonu 01223 576756

.Niniejszy dokument może zostać przetłumaczony na język polski. Aby zamówić tłumaczenie, proszę się skontaktować z Granta Housing Society – tel. 01223 576756.

Este documento pode ser traduzido para Português. Para receber uma cópia contacte a Granta Housing Society pelo telefone 01223 576756

Этот документ может быть переведен на русский язык. Чтобы получить копию перевода, пожалуйста, обращайтесь в жилищную организацию Granta по телефону 01223 576756

This document can be translated into your language. For a copy please contact Granta Housing Society, Tel 01223 576756

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